



Important Claims Deadlines



The movers broke some of my stuff! How can I get reimbursed?

You can file a claim with your local Claims Office. However, there are two important deadlines to keep in mind when filing your claim.

- The first deadline is the date by which you must turn in your pink DD Form 1840/1840R.
- The second is the date by which you must file your claim with the Claims Office.

What is the DD Form 1840/1840R and what should I do with it?

The DD Form 1840/1840R is the pink form the movers give you when they deliver your household goods. If you have more than one delivery, you should receive a separate form for each delivery and each form must be turned in to your local Claims Office within **70 days** of each separate delivery.

It is important that you account for every item delivered in your shipment. You should match each box, piece of furniture, or other item as it is brought in to your quarters with its assigned inventory number and check each item off on the inventory sheet.

- Missing or damaged items should be noted by inventory number on the DD Form 1840. For damaged items, be sure to describe the damage in as much detail as possible.

It is advisable to have the movers unpack and unwrap all of a shipment as it is delivered, noting all missing or damaged items on the DD Form 1840. Before the movers leave, they will have you sign the DD Form 1840 and take a copy with them. If you elect to unwrap and unpack on your own, or if you discover a lost or damaged item after the movers have left, be sure to indicate the item's correct inventory number on the DD Form 1840R (the back side of the DD Form 1840). Do NOT add the newly discovered missing or damaged items to the 1840 side of the form.

You must turn the DD Form 1840/1840R in to the Claims Office within 70 days of delivery.

Note that you still have to file a claim with the Claims Office—the DD Form 1840 is used to provide notice of a potential claim to the carrier and turning it in does not constitute filing a claim.

If you miss the 70-day deadline you can still file your claim but your recovery will be reduced unless you had good cause to miss the deadline. “*Good cause*” means something outside your control, like a hospitalization or unexpected deployment. This is because the Army has a contract with the commercial movers in which the Army has agreed to provide timely notice of potential claims to the carrier. If the Army doesn't provide timely notice, the mover doesn't have to reimburse the Army the money the Army pays you on your claim, therefore the Army will reduce the amount it pays you by the same amount it could have recovered from the carrier.

OK, I turned in my DD Form 1840. Now what?

You must file your claim with your local Claims Office within two years of delivery. Again, if you have multiple shipments, the two-year clock runs separately for each shipment. Although this may seem like a long time for filing, claimants often fail to meet this deadline.

This two-year period is called the statute of limitations and cannot be waived—no exceptions, even for good cause. If you don't file within the two years, your claim cannot be paid. This is because the statute of limitations was created by Congress when it passed the Personnel Claims Act, the law that gives the Claims Office the legal authority to pay hold baggage and household goods claims. Since it is a federal law, no Army officer or official, including the Secretary of the Army, can waive this requirement.

As a last resort, should you miss the two-year deadline to file a claim with the Army Claims Office, you may seek reimbursement for loss or damages directly from the carrier. Carriers who transport property for the government must process claims for up to six years after the discovery of the property's loss or damage. However, the time limit varies depending on the means used to transport your goods, from as little as one year to the maximum of six years, so don't delay.

** This handout is for general informational purposes only. For specific questions concerning individual circumstances, or for questions in general about claims, contact the Client Legal Services Office in your area.*

Yongsan Client Legal Services Office, Bldg 4106, room 229 (ACS building). Please call 738-6841/8111 for an appointment. Office hours: M, Tu, W, F 0900-1600 and Th 1300-1500.
